

Pharmaceutical Supply Chain Planning Design and Implementation

Highlights



- Created core design and implementation approach for the JDA Manugistics implementations
- Worked closely with client to develop templates, process flows, testing and implementation plans
- Created a train-the-trainer course that is still used today by the client

The Challenge: A Fortune 100 global pharmaceutical company was implementing a global Supply Chain solution across all their markets and plant locations. The supply chain implementation was not progressing as efficiently as hoped, due to a lack of formal implementation documentation or methodology. The internal team had little experience implementing a supply chain application across the required scope. The requirement was to implement the solution at over 20 plant locations across North and South America, in addition to nearly 10 individual markets. The client's management identified a need to involve outside resources to assist the team in organizing the implementations. Each plant and market required a separate implementation timeline and initiative, so the need for 'repeatability' by the implementation team was required.

The Approach: Spinnaker was engaged to assist the internal team in creating a core design and implementation approach for the JDA Manugistics implementations. Spinnaker experts have over 50 implementations of JDA Manugistics amongst them so we have a unique ability to transfer this knowledge to the client. Our resources worked very closely with the client team to develop the templates, business process flows, testing approach, and implementation plans for a 'typical' implementation at a manufacturing location. These templates and plans allowed the team to mobilize into separate teams that would create the same result at various locations.


In addition, Spinnaker created a train-the-trainer course to first train the internal team on the JDA Manugistics application as it applied to the clients' business requirements. This specific training program was used not only for the internal team to 'brush up' on their skills, but also used to train all end users at the various plants. It was then leveraged as the on-going training program by the client training department.

The Results: The ability to streamline and create an efficient implementation process was considered a critical requirement by the client. With fewer internal team members as well as fewer consulting resources, their team was able to implement JDA Manugistics in less time with increased consistency and reduced risk across their plants and markets. The savings realized from this increased efficiency were tremendous.

Spinnaker's experience and ability to lead the supply chain design and direct the overall project allowed the client to repeat the implementation as many times as required. Knowledge transfer and training of our clients are key success criteria for our firm. Once our clients are self sustaining, which is in their best interest, Spinnaker's involvement can be reduced if needed. The client team is now operating without external assistance; greatly reducing the cost of the project and therefore increasing their return on investment.

About Spinnaker: Spinnaker is a supply chain services company that helps clients grow, manage risk, reduce costs, and improve customer service by developing world-class supply chain capabilities. Our services help clients develop the right supply chain strategy for their business challenges and implement the process and technology solutions to improve Demand/Supply Planning, Procurement and Sourcing, Logistics and Warehousing, and Reverse Logistics business performance. Spinnaker offers a unique service delivery model that combines the strength of deeply experienced management and technology consultants with a seasoned team of business process outsourcing (BPO) and 3rd-party logistics (3PL) professionals. Founded in 2002, Spinnaker has offices in Boston, Columbus, Denver, Houston, Memphis, Pittsburgh, London, and Singapore.

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